



### About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldridge in Maine

### Northern New England Alliance for Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. Maine is served by the Northern New England Alliance for Excellence (<http://www.nneae.com/>), a nonprofit organization founded in 2012. Its mission is to promote and recognize the achievement of performance excellence. Products and services provide guidance and/or feedback that support organizations in achieving excellence. The focus is on helping organizations target the most effective approach, providing guidance in implementing that approach, and providing tools and methodologies to assess the results and guide next steps.

### AHCA/NCAL National Quality Award Winners in Maine

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldridge Performance Excellence Program.

Cedar Ridge Center (2015, Silver)  
Maine Veterans' Homes Augusta (2015, Silver)  
Maine Veterans' Homes Bangor (2015, Silver)  
Stillwater Health Care (2015, Silver)  
Caribou Rehab and Nursing Center (2015, Bronze)  
Colonial Health Care (2015, Bronze)  
Martha Ballard Assisted Living (2015, Bronze)  
Pine Point Center (2015, Bronze)  
Russell Park Rehabilitation & Living Center (2015, Bronze)  
Maine Veterans' Home—Machias (2014, Silver)  
Maine Veterans' Home—Scarborough (2014, Silver)  
Maine Veterans' Homes—South Paris (2014, Silver)  
The Alzheimer's Care Center (2014, Bronze)  
Clover Living Center (2014, Bronze)  
Collier's Rehab and Nursing Center (2014, Bronze)  
The Inn at City Hall (2014, Bronze)  
Katahdin Health Care (2014, Bronze)

Lakewood, A Continuing Care Center (2014, Bronze)  
MaineGeneral Rehab & Long Term Care at Glenridge  
(2014, Bronze)  
MaineGeneral Rehabilitation & Long Term Care at Gray  
Birch (2014, Bronze)  
Marshall Healthcare, LLC (2014, Bronze)  
Oak Grove Center (2013, Silver)  
Dexter Health Care (2013, Bronze)  
Gorham House (2013, Bronze)  
Hawthorne House (2013, Bronze)  
Heritage Rehabilitation and Living Center (2013, Bronze)  
HillHouse Assisted Living (2013, Bronze)  
Island Nursing Home, Inc. (2013, Bronze)  
Maplecrest Rehabilitation & Living Center (2013, Bronze)  
Southridge Rehabilitation & Living Center (2013, Bronze)  
Varney Crossing Nursing Care Center (2013, Bronze)

## Baldrige in the U.S.

- Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.
- U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.
- 102 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.
- 349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.
- In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.

## Sample Achievements by Baldrige Award Winners

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)
- Consistent **Healthgrades scores in the top 10% nationally** for patient safety, general surgery, gastrointestinal care, and joint replacement (Hill Country Memorial)
- Voted “**Best Financial Institution**” by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than any of its competitors (Elevations Credit Union)
- Despite rigorous public school graduation requirements, a **97.4% graduation rate** in 2012-2013 (Pewaukee School District)
- **Revenue growth** from about \$120 million in 1997 to about \$625 million in 2009 (MEDRAD)
- For four years, composite performance **at or better than the top 10% of health care systems nationally** for each disease group in the core measures reported by the Centers for Medicare and Medicaid Services (St. David’s HealthCare)
- 90% or higher **customer satisfaction** levels (Premier Inc.)
- **Profitability during 4 years of economic downturn** while the rest of the industry saw minimal growth and modest profit (Freese and Nichols)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Better resident **ratings of overall quality of service** than the state, county, and U.S. governments (City of Irving, Texas)
- **Patient satisfaction at or above the national 90th percentile** for the 4 years leading to its Baldrige Award (North Mississippi Health Services)